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FOR IMMEDIATE RELEASE

COLORADO ACCESS ANNOUNCES LAUNCH OF NO WRONG DOOR PILOT PROGRAM

AURORA, CO – Colorado Access and their partners Atlantis Community, Inc., Developmental Pathways, Denver Regional Council of Governments, Rocky Mountain Human Services and the Adams, Arapahoe, Denver, and Douglas County Department of Human Services offices now serve the Denver Metro area as one of four regional sites piloting a No Wrong Door system for Colorado. The pilot sites are funded by an implementation grant from the federal Administration on Community Living through the Colorado Department of Health Care Policy and Financing. A No Wrong Door system provides streamlined access to long-term services and supports for all individuals in need, regardless of age, disability or pay source. The objective of No Wrong Door is to address many of the challenges Coloradans experience when they try to access these services and supports through a person-centered process that connects people to what they need.

As No Wrong Door Metro, Colorado Access and their partners will work with a No Wrong Door Project Team comprised of representatives from the Colorado Department of Health Care Policy and Financing, the Colorado Department of Human Services, and the Colorado Department of Labor and Employment. No Wrong Door Metro will also actively participate in Learning Community meetings where all four pilot sites will share lessons learned and best practices as the No Wrong Door system model is tested and refined for statewide implementation following the end of the two-year pilot period. The framework for No Wrong Door comes from Colorado’s Community Living Plan and the Community Living Advisory Group. Core recommendations from these initiatives include creating a streamlined entry point and access system for people seeking long-term services and supports and improving communication strategies among long-term services and supports agencies.

“Colorado Access is excited to participate with our No Wrong Door Metro partners in this opportunity to streamline access to long-term services and supports,” said Penny Cook, director of long term services and support for Colorado Access. “We look forward to piloting tools and strategies as Colorado explores the statewide implementation of this work.”

No Wrong Door Metro, serving Adams, Arapahoe, Denver and Douglas Counties, will launch a dedicated telephone line staffed with options counselors and we will utilize a person-centered options counseling team who will travel throughout the region to help people navigate the long-term services and supports system. A shared care management database, Altruista, will be used between all partners to maintain and share client information.

During the pilot period, participating state agencies will work with Nonprofit Impact and the Center on Network Science at the University of Colorado-Denver to help pilot sites with technical issues and data collection and evaluation.

For more information, please visit: www.colorado.gov/hcpf/no-wrong-door-implementation-grant.

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